

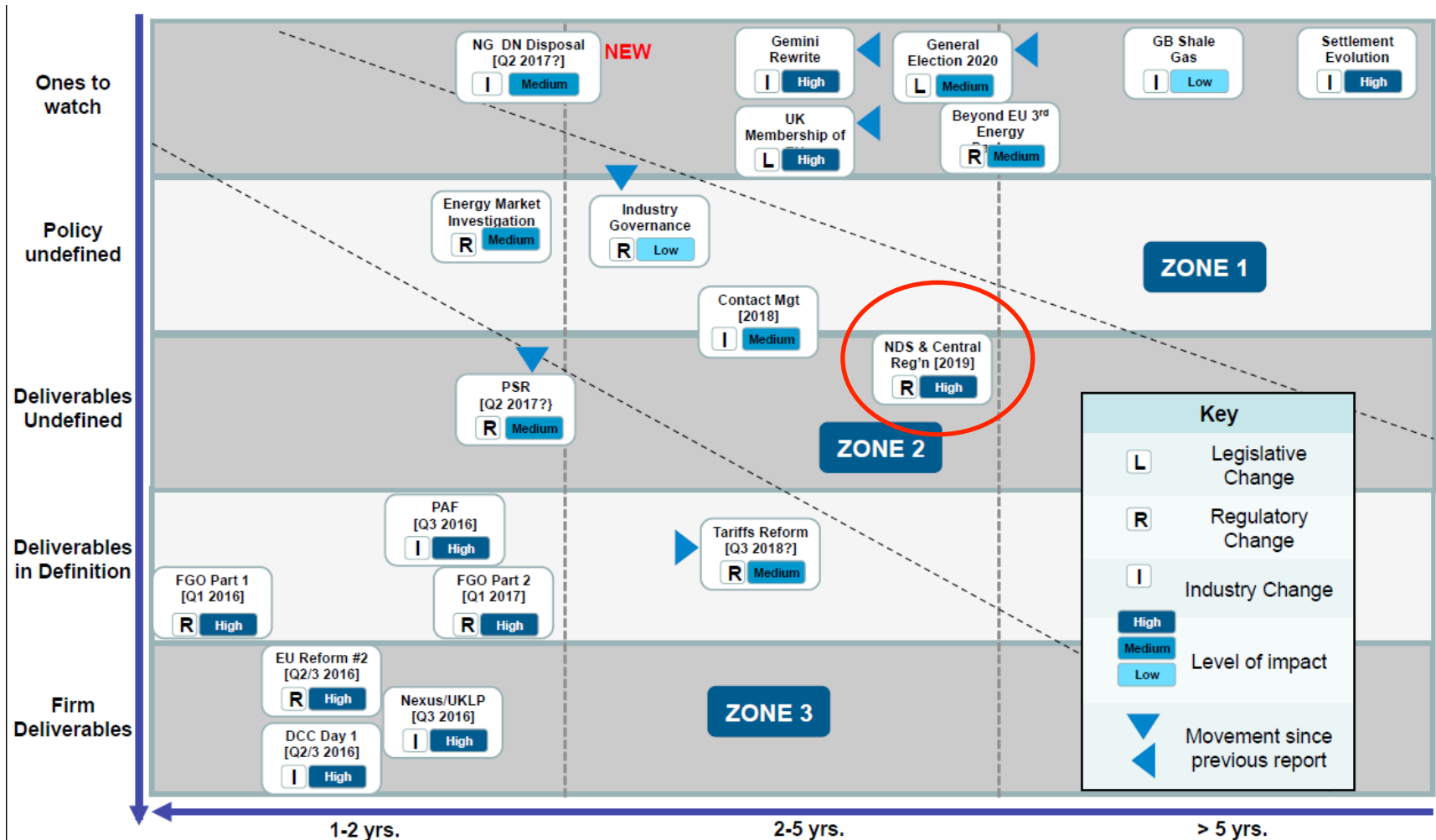
# **Switching Programme**

Presentation to Change Overview Board

4 April 2016

ofgem

# Where does the Switching Programme fit in?



# Switching Programme objective

*The objective of the Switching Programme is to improve customers' experience of switching, leading to greater engagement in the retail energy market*

- We want to achieve this by designing and implementing a Central Registration Service and a new switching process that is reliable, fast and cost-effective
- We expect that this will build consumer confidence and facilitate competition, delivering better outcomes for consumers

# Switching Programme scope

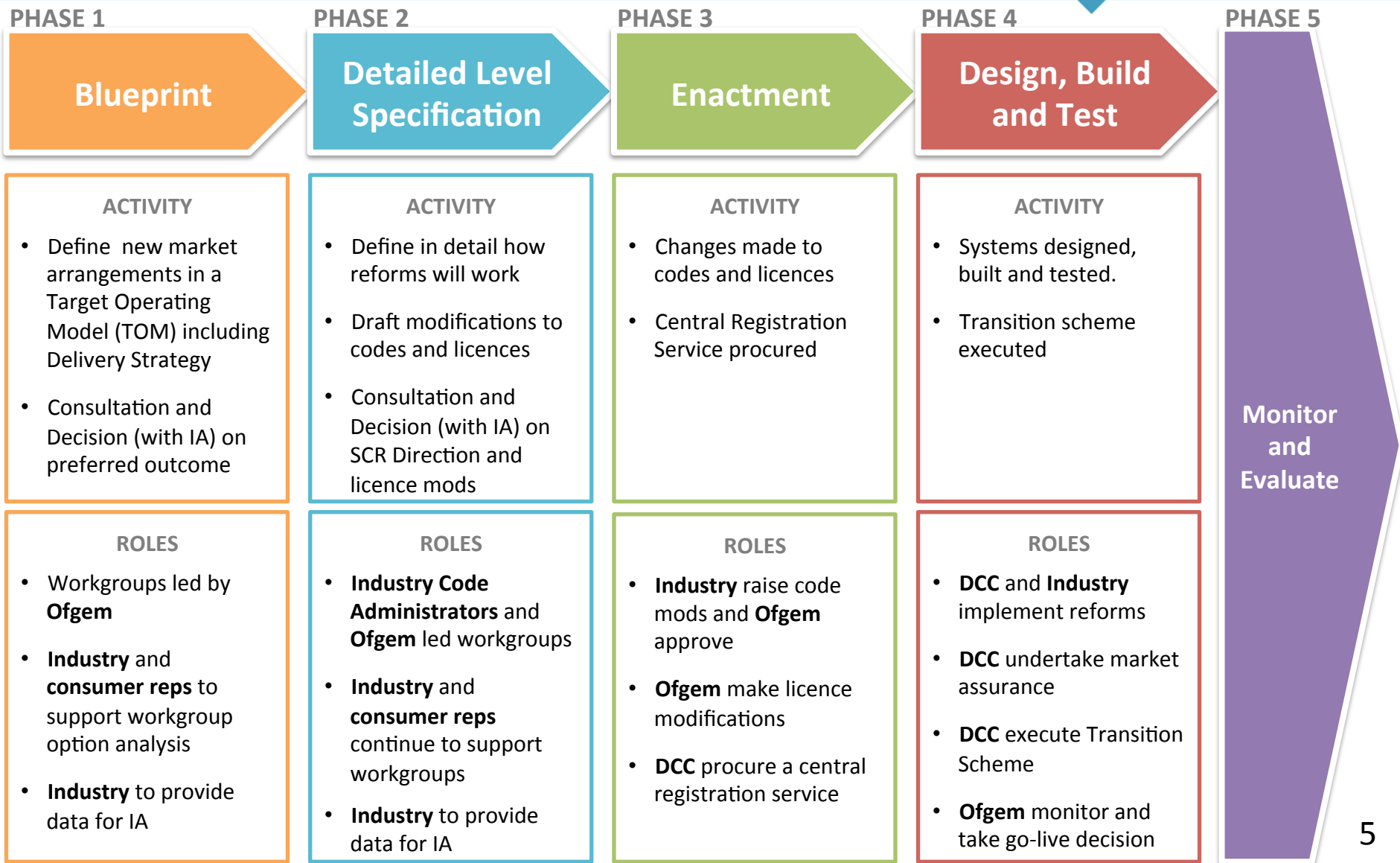
## *In scope*

- All parts of the switching process from the point when a consumer enters into a contract with a new supplier, until they have received a closing bill from their old supplier and an opening bill from their new supplier or have exercised any right to cool-off, cancel the contract and return to the previous supplier
- Reform the switching process for all domestic and non-domestic customers (unless specified)
- Harmonising the gas and electricity processes
- Developing the CRS
- Changes to regulatory framework
- Define and identify a transition and implementation scheme
- Implementing the CRS and changes to relevant industry parties' systems
- Consumer awareness campaign

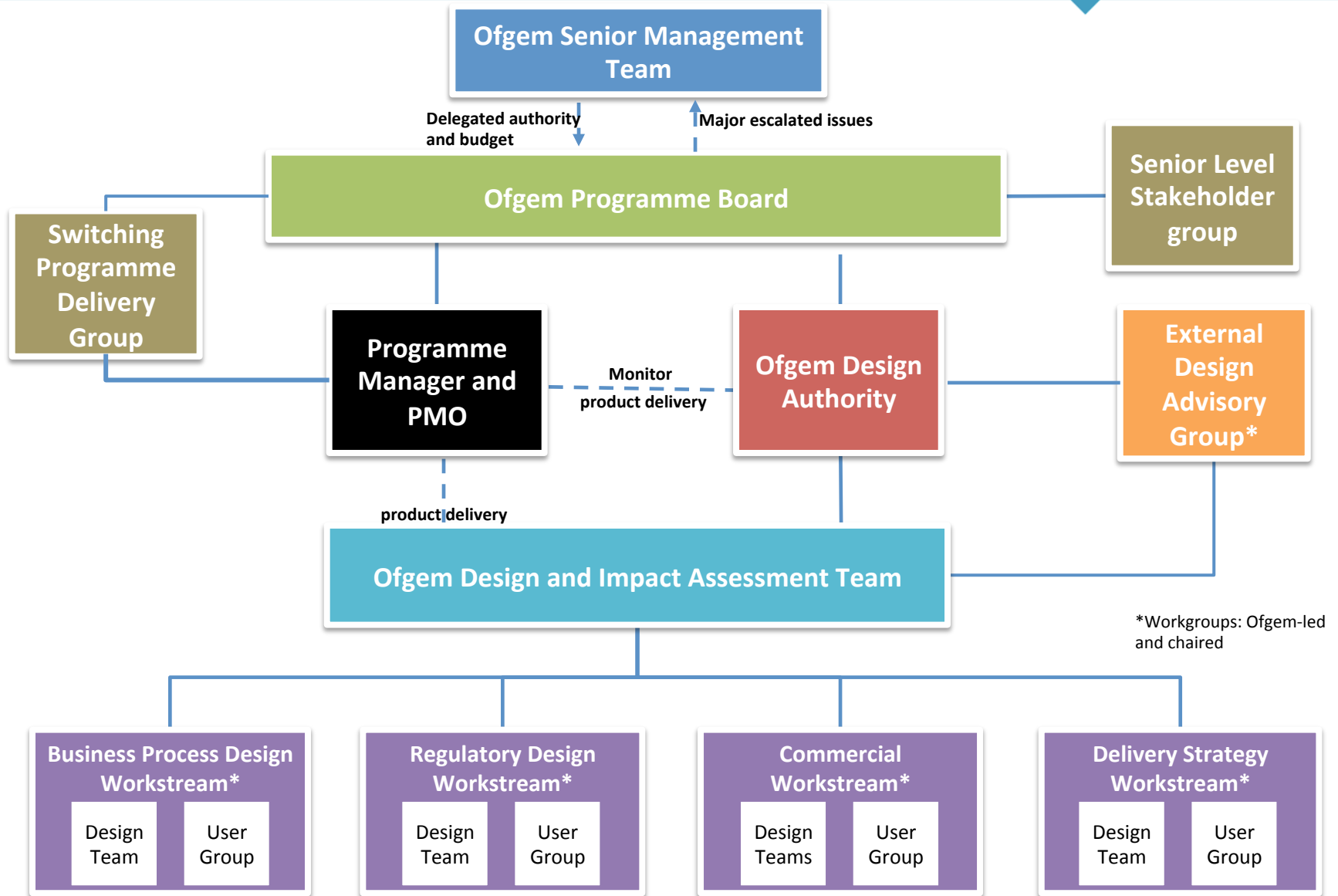
## *Out of scope*

- Customer acquisition activities eg marketing
- How suppliers bill customers
- Developing enduring security key arrangements
- Transmission connected customers
- Ofgem's review of objections
- Ofgem's Priority Services Register review
- Industry code consolidation
- Centralising electricity Data Processing and Data Aggregation

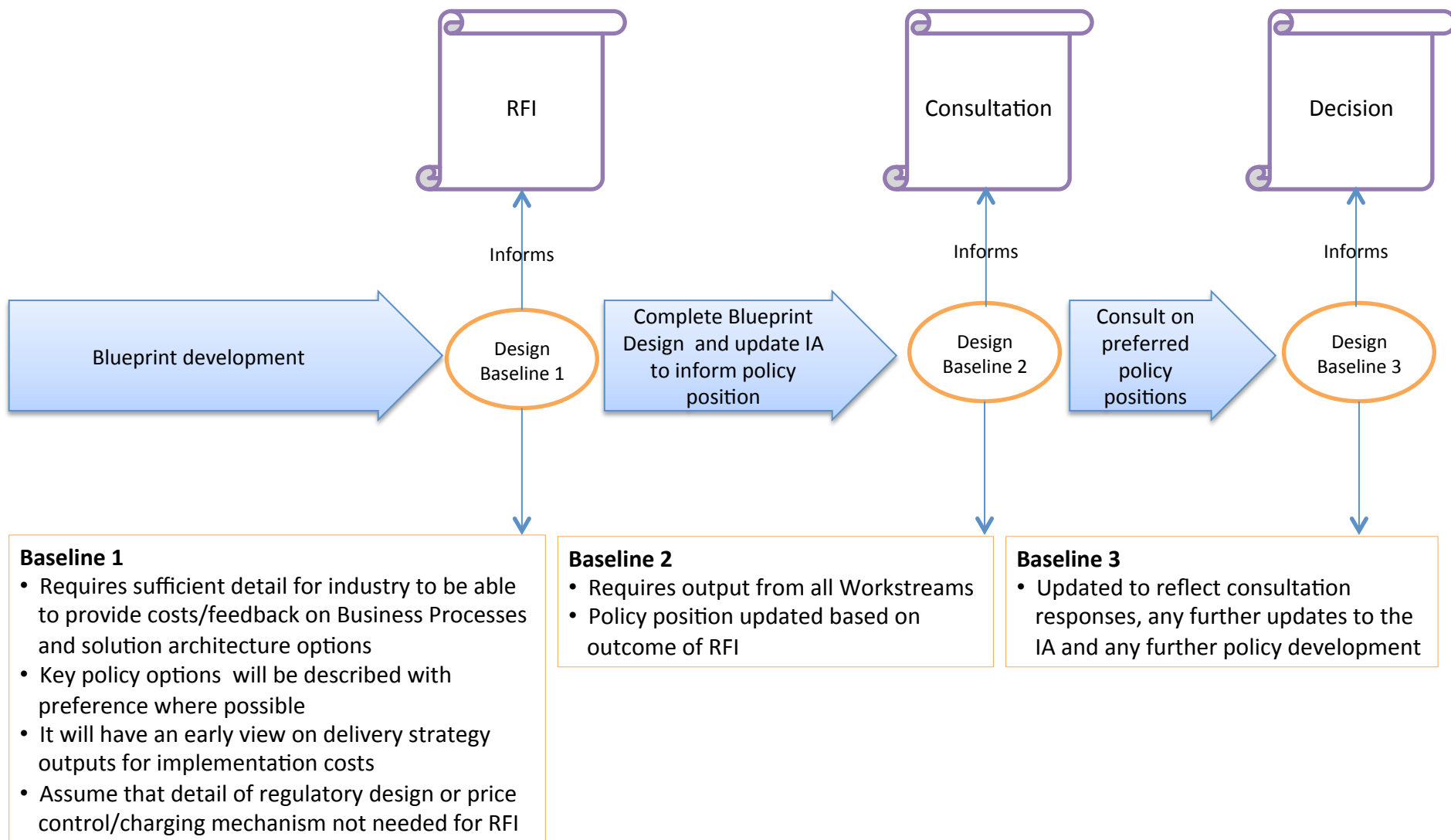
# Switching Programme phases



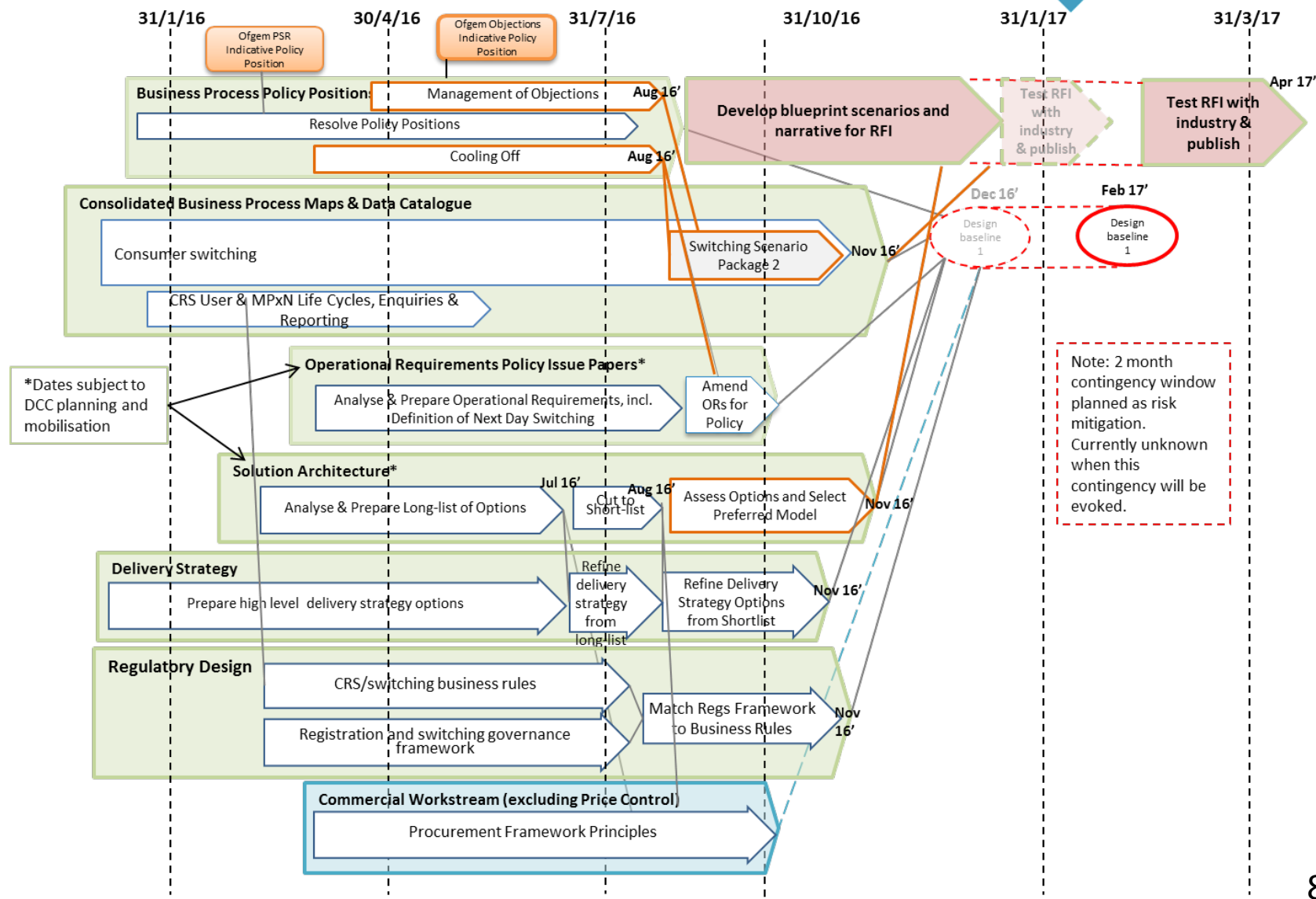
# Programme governance



# High level Blueprint Phase plan



# High level plan to RFI





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<https://www.ofgem.gov.uk/electricity/retail-market/market-review-and-reform/smarter-markets-programme/switching-programme>